

***When Every Second Counts:
Lessons Learned from
Hurricane Katrina***

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Faculty

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**Hurricane Katrina Affects . . .
Biloxi, Mississippi**

- Distribution site manager
 - With mobile kitchen and medical unit
- Supplies provided:
 - Water
 - Juice
 - Food (hot & MREs)
 - Ice
 - Basic medical supplies
 - Diapers & baby formula
 - Canned goods
 - Cleaning supplies
 - Toiletries
 - Others

Biloxi's Distribution Site Team

- First Baptist Church Biloxi
- MS Baptist Convention Disaster Relief
- Community Volunteers
- Church Volunteers
- Police Officers
- City Waste Management
- City Officials
- MS Wildlife, Fisheries, and Parks

Biloxi's Distribution Site Team

- American Red Cross
- AmeriCorps
- FEMA
- Homeland Security
- U.S., Dutch, & Mexican Navy
- Marines
- Local, National, & International Media
- Additional Volunteer Groups
- Others

**Hurricane Katrina's Aftermath
. . . "Blame Game"**

- If only . . .
 - "They" would have responded faster.
 - "They" would have evacuated.
 - "They" would have communicated.

When My Journey Began . . . Observations

- Wasted time and resources.
- Unsatisfied disaster victims, volunteers, and community partners.
- Lack of appropriate communication strategy.

When My Journey Began . . . Observations

- Unclear roles and responsibilities for community groups.
- Uncoordinated services between community partners (duplication of services).
- Insufficient mental health services for volunteers.

The Next Step . . . Planning Functions Needed

- Governance & Infrastructure Management
- Cost Management
- Quality Management
- Risk Management
- Communication Management
- Volunteer Management

Mitigate Impact To Future Disasters . . . Plan, Plan, Plan

- Identify team members.
- Clarify roles and responsibilities.
- Create infrastructure.
- Outline communication strategy.
- Practice and maintain the plan.

The Desired State

- Rapidly mobilize resources
- Maximize efficiencies
- Minimize impact
- Efficiently assess and respond to needs

How to Respond . . . Recommendations

- Community partner teams
 - Local, state, & national levels
- Central command center
- Communication strategy
- Ensure volunteers trained and appropriate
 - Skill set
 - Background checks
- Distribution site
 - Warehouse location

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